

**AMALAN KOMUNIKASI DAN KESANNYA
TERHADAP PENCAPAIAN PELAKSANAAN TUGAS DALAM
TENTERA LAUT DIRAJA MALAYSIA**

**Kertas projek ini dikemukakan kepada Sekolah Siswazah untuk memenuhi
sebahagian daripada keperluan
Ijazah Sarjana Sains (Pengurusan)
Universiti Utara Malaysia**

Oleh:

Lt Kdr Mohd Arif Bin Ahmad TLDM

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PELAKSANAAN TUGAS DALAM TENTERA LAUT DIRAJA MALAYSIA

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KEBENARAN MERUJUK THESIS

Kertas projek penyelidikan ini dikemukakan sebagai memenuhi keperluan pengijazahan Program Sarjana Universiti Utara Malaysia (UUM), Sintok, Kedah. Saya bersetuju membenarkan pihak perpustakaan UUM mempamerkannya sebagai bahan rujukan umum. Saya juga bersetuju bahawa sebarang bentuk salinan samada secara keseluruhan atau sebahagian daripada kertas projek ini untuk tujuan akademik adalah dibolehkan dengan kebenaran penyelia projek penyelidikan ini atau Dekan Sekolah Siswazah UUM. Sebarang bentuk salinan dan catatan bagi tujuan komersial adalah dilarang sama sekali tanpa kebenaran bertulis daripada penyelidik. Pernyataan rujukan kepada penulis dan UUM perlulah dinyatakan jika sebarang bentuk rujukan dibuat ke atas kertas projek ini.

Kebenaran untuk menyalin atau menggunakan kertas projek ini samada keseluruhan atau sebahagian daripadanya hendaklah dipohon melalui:

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ABSTRAK

Amalan komunikasi yang baik adalah penting bagi menjadikan komunikasi itu berkesan dalam organisasi untuk mencapai misi dan visinya. Komunikasi adalah sesuatu yang kompleks kerana melibatkan manusia yang terdiri dari bermacam ragam dan karenah. Demi mencapai hasrat organisasi melalui pencapaian pelaksanaan tugas individu, amalan komunikasi perlulah mantap. Kajian bertumpu kepada aspek amalan komunikasi antara personal bagi warga Tentera Laut Diraja Malaysia (TLDM) berpangkat Komander ke bawah yang mewakili 99 peratus kekuatan keseluruhan TLDM dan kesannya terhadap pencapaian pelaksanaan tugas. Kajian ini bertujuan menjawab persoalan sama ada faktor demografi dalam berkomunikasi mempengaruhi pencapaian pelaksanaan tugas, sama ada terdapat hubungan yang signifikan antara pembolehubah bebas iaitu kekerapan, mode, arah dan kandungan komunikasi dengan pembolehubah bersandar pencapaian pelaksanaan tugas dan juga mengkaji kekuatan hubungan antara pembolehubah-pembolehubah bebas dengan pembolehubah bersandar. Kajian dijalankan di Pangkalan TLDM Lumut, Perak merangkumi unit di pangkalan dan kapal TLDM dengan 210 responden berpangkat Komander ke bawah mengikut kaedah pensampelan rawak berstrata. Kajian mendapati terdapat perbezaan bagi faktor demografi pangkat, kategori pangkat dan tempoh berkhidmat dalam berkomunikasi dengan pencapaian pelaksanaan tugas. Terdapat hubungan yang signifikan antara kekerapan komunikasi, arah komunikasi dan kandungan komunikasi dengan pencapaian pelaksanaan tugas. 27.7 peratus variasi dalam pencapaian pelaksanaan tugas adalah dipengaruhi oleh arah dan kandungan komunikasi. Rumusan dapat dibuat bahawa kajian ini berjaya menjawab semua persoalan berhubung amalan komunikasi dan kesannya terhadap pencapaian pelaksanaan tugas dalam TLDM yang dikaji melalui kaedah pengujian hipotesis secara kuantitatif.

ABSTRACT

Good communication practice is important for effective communication in the organization in achieving its mission and vision. Communication is rather complex due to the diversification of the human characters. Communication practice must be emphasized in achieving the organization's aim through the individual job performance. This research focused on communication practices for Royal Malaysian Navy (RMN) personnel from the rank of Commander and below which represent 99 percent of the whole RMN strength with regard to the job performance. The research intend to answer the questions whether different demographic factors in communication significantly affected the job performance, the correlation between independent variables of communication practices namely the frequency of communication, the mode, communication direction and the communication content with the dependent variable of job performance and to identify the strength of relationship between independent and dependent variables. The research was conducted on 210 respondents with the rank of Commander and below selected by stratified random sampling method from the RMN shore establishments and ship based in Lumut, Perak. The research found that there are differences in communication practices of different demographic groups with regard to the job performance. There are significant relationships between the frequency of communication, the communication direction and the communication content with the job performance. 27.7 percent of job performance variation is influenced by the communication direction and communication content. It is concluded that the research has answered all the questions pertaining to the communication practices in RMN and its effect on the job performance through quantitative research and hypothesis testing.

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BAB 1

PENGENALAN

Pendahuluan

Komunikasi adalah merujuk kepada proses yang dijalankan bagi memindahkan maklumat dan mempengaruhi dari satu entiti kepada entiti yang lain (Jablin, 1979). Maimunah (2000) mendefinisikan komunikasi sebagai proses penyampaian dan pemindahan mesej dari seorang kepada yang lain dan juga proses mewujudkan kefahaman orang lain mengenai mesej yang disampaikan dan kedua-duanya mempunyai kefahaman yang dikongsi bersama. Komunikasi adalah penting bagi sesebuah organisasi bagi mencapai objektif, memanjangkan perhubungan sesama manusia, membuat keputusan dan sebagainya malah lebih dari itu, komunikasi merupakan nadi bagi sesebuah organisasi (Andrews & Herschel 1996). Pentingnya komunikasi terus diperkukuhkan dengan kajian mengatakan bahawa selagi manusia itu boleh berkomunikasi, selagi itu manusia dikira sebagai hidup (Hubbard 2000). Komunikasi adalah satu aktiviti di mana manusia sentiasa berkongsi dalam kehidupan seharian. Seseengah komunikasi antara dua orang atau 'dyad' adalah untuk jangka masa yang

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